

## COVID-19 Vaccine Management System (CVMS) - Provider Portal

### Request Additional Vaccines Through the Marketplace Job Aid

If you need additional COVID-19 vaccine doses, use the **VACCINE MARKETPLACE** in the CVMS Provider Portal to directly coordinate with another provider through a **MARKETPLACE INQUIRY** and agree to transfer COVID-19 vaccine doses.

**Please follow the instructions below to learn:**

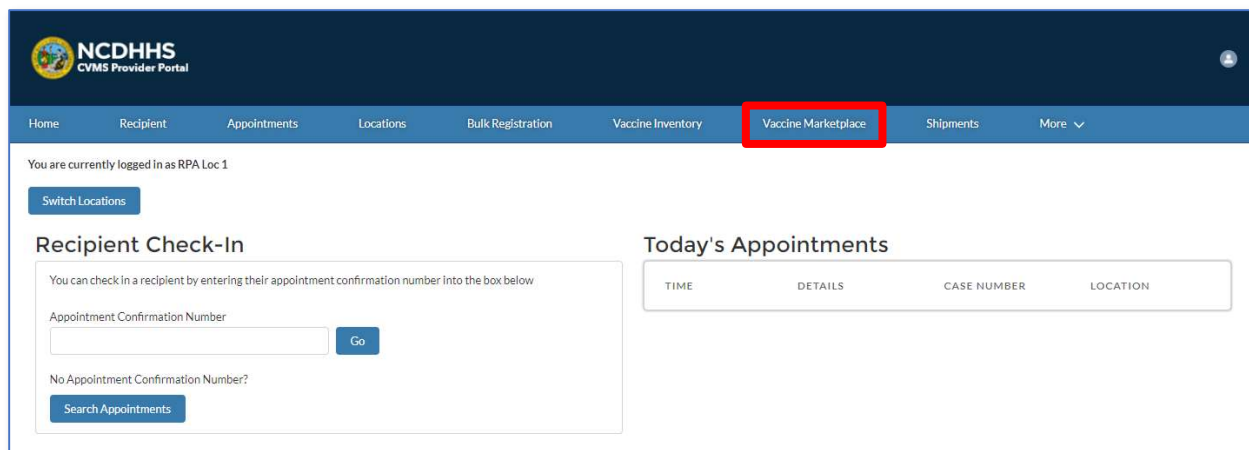
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Note: Only users with a HEALTHCARE LOCATION MANAGER profile can utilize the Vaccine Marketplace.

## 1 How to Request Vaccine Surplus from Other Providers

**Check listings posted by other providers near your location.**

1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.



The screenshot shows the NCDHHS CVMS Provider Portal interface. The top navigation bar includes links for Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory, **Vaccine Marketplace** (highlighted with a red box), Shipments, and More. Below the navigation bar, the user is logged in as RPA Loc 1. The main content area is divided into two sections: 'Recipient Check-In' on the left and 'Today's Appointments' on the right. The 'Recipient Check-In' section contains a form for entering an appointment confirmation number and a 'Go' button. The 'Today's Appointments' section displays a table with columns for TIME, DETAILS, CASE NUMBER, and LOCATION.



2. Change the filter to **SEEK TRANSFER MATCH – EXTRA (Active)**.

The screenshot shows the NCDHHS CVMS Provider Portal. The top navigation bar includes links for Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory, and More. Below the navigation bar, there is a section titled 'You can utilize Vaccine Marketplace to facilitate transfers with other enrolled providers in your area...' followed by instructions on how to use the 'Seek Transfer Match' feature. A 'New Seek Transfer Match' button is visible. The 'Orders' section is active, showing 'All Imported (VTrcks) Orders'. A dropdown menu is open, and 'Seek Transfer Match - Extra (Active)' is selected and highlighted with a red box.

3. Click on **CITY** or **COUNTY** to sort the records in ascending or descending order by location, and easily spot providers located nearby.

The screenshot shows the NCDHHS CVMS Provider Portal with the 'Seek Transfer Match - Extra (Active)' filter applied. The 'Orders' section displays a table of 3 items. The table has columns for Order Number, Account Name, County, City, Product, Brand, Dosage, Expiration Date, Created Date, Last Modified Date, Status, and Request Type. The 'City' dropdown menu is open, and 'Wake' is selected. The table shows three records, with the first record being 'ORD-0017342' from 'Training Team V...' in 'Wake' county, 'Raleigh' city, for 'Pfizer-BioNTech' product.

	Order Number	Account Name	County	City	Product	Brand	Dosage	Expiration Date	Created Date	Last Modified Date	Status	Request Type
1	ORD-0017342	Training Team V...	Wake	Raleigh	Pfizer-BioNTech...	Pfizer	300	1/1/2022	6/9/2021, 10:59...	6/9/2021, 10:59...	Acti...	Extra (to Send O...
2	ORD-0017260	DoNotUse - QA...			Moderna (14 do...	moderna	10	12/31/2021	6/2/2021, 9:46 ...	6/2/2021, 9:46 ...	Acti...	Extra (to Send O...
3	ORD-0017257	DoNotUse - QA...			Moderna (14 do...	moderna	10	12/31/2021	6/2/2021, 9:35 ...	6/2/2021, 9:35 ...	Acti...	Extra (to Send O...



4. Select the Request that matches your offer by clicking on the **ORDER NUMBER**.

Orders  
Seek Transfer Match - Extra (Active) ▼

3 items • Sorted by City • Filtered by All orders - Status, Request Type, Order Record Type • Updated a few seconds ago

	<input type="checkbox"/> Order Number ▼	<input type="checkbox"/> Account Name ▼	<input type="checkbox"/> Cou... ▼	<input type="checkbox"/> City ▼	<input type="checkbox"/> Product ▼	<input type="checkbox"/> Brand ▼	<input type="checkbox"/> Dos... ▼	<input type="checkbox"/> Exp
1	<input type="checkbox"/> ORD-0017342	Training Team V...	Wake	Raleigh	Pfizer-BioNTech...		300	1/1
2	<input type="checkbox"/> ORD-0017260	DoNotUse - QA...			Moderna (14 do...		10	12/
3	<input type="checkbox"/> ORD-0017257	DoNotUse - QA...			Moderna (14 do...		10	12/



5. Review the inventory details. You can use the HCP contact information if you wish to contact the provider directly. Create a **MARKETPLACE INQUIRY**.

**NCDHHS CVMS Provider Portal**

Home Recipient Appointments Location Bulk Registration Vaccine Inventory More

Order ORD-0019719

Create Inquiry Edit Clone

Account Name: DoNotUse - NotRealLoc Hotfix 2 Status: Active Product: Janssen COVID-19 Vaccine (Johnson & Johnson) Doses Available for Transfer: 300

**DETAILS** RELATED

**COVID-19 Vaccine Seek Transfer Match Instructions**

Seek Transfer Match Instructions

Please note, this is a request to seek a transfer match with other provider locations. Use this form to indicate if you have extra vaccine available for transfer to other provider locations OR if you need additional vaccine at your location. This is NOT a request for State allocation and is intended to aid in communication and coordination between provider locations. Please see the steps below that outline how to use the Vaccine Marketplace:

1. Fill out this form to request additional inventory as transfer or to transfer out inventory from your provider location.
2. Monitor the Vaccine Marketplace to identify a 'match' for your need.
3. Once a match is identified, work directly with the provider to coordinate transport. Vaccine cannot be transported until the transfer in CVMS is approved.
4. The provider location transferring out vaccine doses will initiate a transfer in CVMS. Please see this user guide with exact instructions: <https://covid19.ncdhhs.gov/media/2318/download?attachment>
5. The State will review and approve the transfer request if it meets all requirements.

Doses per Vial Reminder

All inbound and outbound requests must be made in increments of doses available in full and unopened vials: 6 doses per vial for Pfizer, 10 doses per vial for Moderna, 5 doses per vial for Janssen (J&J).

Doses Available for Transfer Instruction

The 'Doses Available for Transfer' can be updated automatically or maintained manually. It is your preference & choice.

A) To have system automatically update, ensure 'Auto-Update Available Doses? (All)' is checked. The system will then utilize field 'Doses Available (Cumulative)', which is the sum of Available Doses across all Associated Vaccine Inventories. E.g. 'Associated Vaccine Inventory' has 100 Doses Available & 'Associated Vaccine Inventory 2' has 200 Doses Available. The system will show 300 Doses Available for Transfer.

B) To manually maintain, ensure 'Auto-Update Available Doses? (All)' is NOT checked. You will need to enter & keep up-to-date the 'Doses (Number)' field.

You can change between auto-update & manually maintain at any time. Note that auto-update assumes all Available Doses on all Associated Vaccine Inventories are Available for Transfer. If only a subset of doses are Available for Transfer, you will need to maintain manually.

**Seek Transfer Match Details**

Request Type: Extra (to Send Outbound) Order Start Date: 7/13/2021

Account Name: DoNotUse - NotRealLoc Hotfix 2 Status: Active

Doses (Number): 300 Status Indicator:

County: Wake HCP Contact Name: Grace

City: Cary HCP Contact Phone: 555-555-5555

Additional Comments (Optional): HCP Contact Email: [gracewial1+match2@gmail.com](mailto:gracewial1+match2@gmail.com)

Hub: Yes (Hub 1) Primary Hub Associated to this Location:

Coverage Type? (Hub): Other (see Notes) Transport: Pickup, Deliver, or Both: Pickup Only

Inactivation Reason:

**Additional Details if Extra (To Send Outbound)**

Associated Vaccine Inventory: Grace Janssen for Marketplace Auto-Update Available Doses? (All): ☐

Vaccine Product to Transfer: Janssen COVID-19 Vaccine (Johnson & Johnson) Doses Available (Cumulative): 400

Expiration Date: 7/21/2021 Doses Per Vial (Number): 5

Lot Transferred: 550055 Sending Location Parent Account (ID#): DoNotUse - NotRealOrg Hotfix 1

**Additional Details if Wanted (To Receive Inbound)**

Manufacturer:

Brand:

**Janssen**  
PHARMACEUTICAL COMPANIES OF  
**Johnson & Johnson**

Click **CREATE INQUIRY** to contact them

Read the general instructions

Read the details provided by the other provider:

- **Order Start Date:** enter today's date
- **Account Name:** their location account name
- **Status:** active (green), auto-lapsed if expired (yellow), or Closed/Inactive (red)
- **Doses:** Number of doses you are looking for
- **HCP Contact Name/phone/email:** who to contact to agree on the transfer
- **Hub information:** (not applicable)
- **Additional Comments:** other details about the inventories or transfer
- **Associated Vaccine Inventory:** lot number they are offering. If you scroll down, there is a section allowing to them to share multiple inventories.
- **Additional Transportation/Storage Details:** enter details on the storage conditions (optional)



6. Complete the inquiry:

**Create Inquiry**

\* Doses Requested

Order (Marketplace Request)  
ORD-0017742

\* Requesting Account

\* Status

\* Transportation Request

\* Contact Name

\* Which Address to Use?

Contact Phone

\* Contact Email

Additional Details (Optional)

- **Doses Requested:** Number of doses you wish to receive of listed vaccine product
- **Requesting Account:** Your provider
- **Status:** Open
- **Transportation Request:** Select from picklist
- **Contact Name:** Person responsible for coordinating transfer
- **Contact Phone/Email:** Contact details of person responsible for coordinating transfer
- **Address:** Shipping or Administration Address
- **Additional Details:** Enter option additional details
- Click **SAVE**
- The other provider will receive your inquiry via email and will contact you back to follow-up.

7. If you both agree on the conditions of transfer, the sending provider will create a transfer in the CVMS Provider Portal. Once the transferred inventory is delivered, the receiving provider should add the inventory in the CVMS Provider Portal by **receiving an Inbound Transfer** (*see the third section of this document for detailed instructions*).

Note: You can check the **NCDHHS guidance for transport of COVID-19 vaccine** at <https://covid19.ncdhhs.gov/media/3070/download?attachment>.

## 2 How to Add the Transferred Vaccine to your Inventory

1. Once you receive the transfer from the sending provider, navigate to the **VACCINE INVENTORY** tab in the CVMS Provider Portal and click the **INBOUND TRANSFER** button.



**NCDHHS**  
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration **Vaccine Inventory** Vaccine Marketplace Shipments More ▾

Scan or type a barcode

Vaccine Inventories  
Recently Viewed ▾

43 Items • Updated a few seconds ago

Search this list...

	Vaccine Inventory Name	Product Name	Lot	Tot...	Dos...	Dos...	Extr...	Accou...	Date...
1.	34567 - 2 Delivery 10/11/2021	Pfizer-BioNTech (6 doses/vial) (195 MDV) COVID-19 Vaccine	34567	1,200	1,196	0		Solutions...	10/11/20...
2.	Lot 99999 - 4 Delivery 09/13/2021	Pfizer-BioNTech (6 doses/vial) (195 MDV) COVID-19 Vaccine	99999	1,200	1,200	0		Solutions...	9/13/20...

2. Select the transferred inventory from the list and click **NEXT**.

**NCDHHS**  
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More ▾

Previous

Please select the incoming vaccine transfer for which you are confirming receipt.

Vaccine Inventory Name	Vaccine Product	Account Name	Status	Incoming Transfer Doses	Expiration Date
<input checked="" type="radio"/> Delivery 03/24/2021	Pfizer-BioNTech (5 doses/vial) (19...	Solutions Loc3	Incoming Transfer in Transit	220	8/13/2021, 11:00 AM CDT

Next

3. Enter the Date Received and Doses Received and click **NEXT**.

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More ▾

Previous

Name: Delivery 03/24/2021  
Product Name: Pfizer-BioNTech (5 doses/vial) (195 MDV) COVID-19 Vaccine  
NDC #:  
Lot: 123  
Expiration Date: 8/13/2021, 12:00 PM  
Serial Number:  
Account: Solutions Loc3

\* Date Received  
Oct 13, 2021

Doses Received  
220

Incoming Doses Quantity: 220

Previous Next

4. Click **FINISH**.



### 3 How to Submit a Request for COVID-19 Vaccine to the NCDHHS Team

You can submit a request for COVID-19 vaccine to NCDHHS via the NCDHHS Vaccine Allocation Form at <https://app.smartsheet.com/b/form/dc032643b7cd4e659ef3403d9e91d7b6>. A link to the form is also added to the **VACCINE MARKETPLACE** tab.

1. Navigate to **VACCINE MARKETPLACE** in the CVMS Provider Portal
2. Click the **NCDHHS VACCINATION ALLOCATION REQUEST FORM** link

3. Fill out the form and submit it

If you have any questions or issues, please go to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine) and select the "Vaccine Provider" option to submit your question or issue.

You can also call the NC Vaccines Help Desk at **(877) 873-6247** and select option 1. The NC Vaccines Help Desk is available during the following hours:

Monday to Friday: 7:00 a.m. – 7:00 p.m. ET  
Saturday: 8:00 a.m. – 4:00 p.m. ET  
Sunday: Closed

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